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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/606,093	06/27/2000	Rasiklal Punjalal Shah	RD-27,075/USA	4082

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GENERAL ELECTRIC COMPANY
GLOBAL RESEARCH CENTER
PATENT DOCKET RM. 4A59
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NISKAYUNA, NY 12309

EXAMINER

PARDO, THUY N

ART UNIT

PAPER NUMBER

2175

DATE MAILED: 07/19/2002

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/606,093

Applicant(s)

SHAH ET AL. 

Examiner

Thuy Pardo

Art Unit

2175

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133).
- Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☐ Responsive to communication(s) filed on 27 June 2000.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-66 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-66 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
- Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
- 11) ☐ The proposed drawing correction filed on _____ is: a) ☐ approved b) ☐ disapproved by the Examiner.
- If approved, corrected drawings are required in reply to this Office action.
- 12) ☐ The oath or declaration is objected to by the Examiner.

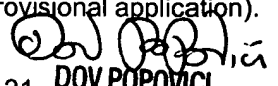
Priority under 35 U.S.C. §§ 119 and 120

- 13) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).
- * See the attached detailed Office action for a list of the certified copies not received.
- 14) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. § 119(e) (to a provisional application).
- a) ☐ The translation of the foreign language provisional application has been received.
- 15) ☐ Acknowledgment is made of a claim for domestic priority under 35 U.S.C. §§ 120 and/or 121.

Attachment(s)

- 1) ☒ Notice of References Cited (PTO-892)
- 2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
- 3) ☒ Information Disclosure Statement(s) (PTO-1449) Paper No(s) 04.

- 4) ☐ Interview Summary (PTO-413) Paper No(s). _____
- 5) ☐ Notice of Informal Patent Application (PTO-152)
- 6) ☐ Other: _____


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TECHNOLOGY CENTER 2100

DETAILED ACTION

1. Claims 1-66 are presented for examination.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. § 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless --

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 37 1© of this title before the invention thereof by the applicant for patent.

3. Claims 1-66 are rejected under 35 U.S.C. § 102(e) as being anticipated by **Gershman et al.** (Hereinafter "Gershman") US Patent No. 6,199,099.

As to claim 1, Gershman teaches the invention substantially as claimed, comprising:

obtaining a reference material search request [user requests product report about product X, 1610 of fig. 16; 1111 of fig. 11];

providing a list of at least one cataloged item [get matching contact items, get matching task list items, 1117, 1119 of fig. 11] associated with at least one reference material relating to at least one of training of field service personnel and field service of machines [provide information and transactional support to the customer, col. 31, lines 15-55; specialist advice, services, see fig. 18; col.

37, lines 3-9] based on the reference material search request [list items, col. 36, lines 4-18; 1122 of fig. 11]; and

providing a copy of the at least one reference material associated with the at least one cataloged item [return product report to user, 1697 of fig. 16; 1122 of fig. 11].

As to claims 2, 3, Gershman teaches the invention substantially as claimed. Gershman further teaches that the reference material search request comprises data relating to at least one of a data relating to a machine [product information, fig. 18], data relating to a skill level [col. 33, lines 53 to col. 34, lines 7], data relating to a service task [services, information advice, fig. 18], and a keyword [sTitleKW, sBodyKW, 630 of fig. 6; col. 15, lines 10 to col. 16, lines 62].

As to claim 4, Gershman teaches the invention substantially as claimed. Gershman further teaches that the data relating to the machine comprises data relating to product type and model [col. 34, lines 8-43], the data relating to the skill level comprises data relating to at least one of novice and expert, and the data relating to the service task comprises data relating to at least one of installation, maintenance [col. 56, lines 65 to col. 57, lines 3], and modification [col. 35, lines 36-45].

As to claim 5, Gershman teaches the invention substantially as claimed. Gershman further teaches that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items regarding a plurality of different machine types [the Intention Database stores the types of products and services needed, col. 30, lines 64-67].

As to claim 6, Gershman teaches the invention substantially as claimed. Gershman further teaches that the providing the list comprises generating the list from a data storage unit comprising a plurality of cataloged items based on an authorization level [permissions, fig. 13].

As to claims 7, 8, Gershman teaches the invention substantially as claimed. Gershman further teaches that the at least one cataloged item comprises at least one of data relating to a machine [product information, fig. 18], data relating to a skill level [col. 33, lines 53 to col. 34, lines 7], data relating to a service task [services, information advice, fig. 18], and data relating to an authorization level [fig. 8].

As to claim 9, it is similar to claim 4; therefore, it is rejected under the same rationale.

As to claim 10, Gershman teaches the invention substantially as claimed. Gershman further teaches that the providing the copy comprises retrieving the copy from a data storage unit comprising data relating to at least one of training manuals and service manuals [manual procedures, col. 47, lines 45-50].

The elements of claims 11-20 are rejected in the analysis as specified in claims 1-10 above, and these claims are rejected on that basis.

As to claim 21, Gershman teaches the invention substantially as claimed. Gershman further teaches that the second computing unit is a handheld computer [handheld device, col. 2, lines 60-67; thin client, see the abstract; fig. 1A]; .

As to claim 22, Gershman teaches the invention substantially as claimed. Gershman further teaches that the communications network is a global computer network [web-based information retrieval system, col. 2, lines 56-67; fig. 1A].

Claims 23-44 are corresponding apparatus claims of claims 1-22; therefore, they are rejected under the same rationale.

As to claim 45-54, they are similar to claims 1-10; therefore, they are rejected under the same rationale.

Claims 55-66 are corresponding apparatus claims of claims 1-22 and 45-54; therefore, they are rejected under the same rationale.

4. Further references of interest are cited on Form PTO-892 which is an attachment to this office action.

5. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thuy Pardo, whose telephone number is (703) 305-1091. The examiner can normally be reached Monday through Thursday from 8:30 AM to 5:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Dov Popovici, can be reached at (703) 305-3830.

The fax phone number for the organization where this application or proceeding is assigned are as follows:

(703) 746-7238	(After Final Communication)
(703) 746-7239	(Official Communication)
(703) 746-7240	(For Status inquiries, draft communication)

and/or:

(703) 746-5616 (*Use this Fax#, only after approval by Examiner, for "INFORMAL" or "Draft" communication. Examiner may request that a formal/amendment be faxed directly to then on occasions*).

Any inquiry of a general nature of relating to the status of this application should be directed to the Group receptionist whose telephone number is (703) 305-3900.

6. **Any response to this action should be mailed to:**

Commissioner of Patents and Trademarks

Washington, D.C. 20231

or faxed to:

(703) 308-9051, (for formal communications intended for entry)

Or:

(703) 308-5359, (for informal or draft communications, please label
"PROPOSED" or "DRAFT")

Hand-delivered responses should be brought to Crystal Park II, 2121 Crystal Drive, Arlington.
VA., Sixth Floor (Receptionist).



Thuy Pardo
July 12, 2002



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